

# Devonah

Based on Helpful Contacts - Agency List By Topic

| State Abbreviation | State     | Topic Name                 | Question  |
|--------------------|-----------|----------------------------|---|
| TN                 | Tennessee | Billing Medicare           | Reporting fraud.  |
| TN                 | Tennessee | Billing Medicare           | Home health, hospice care, and fraud.   |
| TN                 | Tennessee | Billing Medicare           | Part A bills and services, hospital care, skilled nursing care, and fraud.              |
| TN                 | Tennessee | Billing Medicare           | Part B bills and services.  |
| TN                 | Tennessee | Billing Medicare           | (For Railroad Retirement beneficiaries only) - Part B bills and services.               |
| TN                 | Tennessee | Billing Medicare           | Medicare Secondary Payer, and who pays first.   |
| TN                 | Tennessee | Billing Medicare           | Bills for durable medical equipment and a list of approved suppliers of this equipment. |
| TN                 | Tennessee | General Health Information | Obtaining materials/forms for income tax filing and how Medicare Savings Accounts       |

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| Organization Name  | Agency Name  | Local Phone    |
|--|--|----------------|
| OIG (DHHS) -- Office of the Inspector General<br>(Department of Health and Human Services) | Department of Health and Human<br>Services - Office of Inspector<br>General                        | (202) 619-1343 |
| RHHI -- Regional Home Health Intermediary  | Palmetto (GBA)   |                |
| Fiscal Intermediary  | Blue Cross Blue Shield of<br>Tennessee (d.b.a. Riverbend<br>Government Benefits<br>Administrators) |                |
| Carrier  | CIGNA (Connecticut General Life<br>Insurance Company)  |                |
| RRB Carrier - Railroad Retirement Board Carrier  | Palmetto (GBA)   |                |
| Medicare Coordination of Benefits Contractor   | Medicare Coordination of Benefits<br>Contractor  |                |
| DME MAC -- Durable Medical Equipment<br>Medicare Administrative Contractor                 | CIGNA (Connecticut General Life<br>Insurance Company)  |                |
| Internal Revenue Service   | Internal Revenue Service   |                |

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| Local Phone Extension | Local Phone Notes |
|-----------------------|-------------------|
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| Local TDD | Local TDD Extension |
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| Tollfree Phone | Tollfree Extension |
|----------------|--------------------|
| (800) 447-8477 |                    |
| (800) 633-4227 |                    |
| (800) 633-4227 |                    |
| (800) 633-4227 |                    |
| (800) 833-4455 |                    |
| (800) 999-1118 |                    |
| (800) 633-4227 |                    |
| (800) 829-1040 |                    |

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| Tollfree Instate?        | Tollfree Phone Notes |
|--------------------------|----------------------|
| <input type="checkbox"/> |                      |
| <input type="checkbox"/> | 1-800-MEDICARE       |
| <input type="checkbox"/> | 1-800-MEDICARE       |
| <input type="checkbox"/> | 1-800-MEDICARE       |
| <input type="checkbox"/> |                      |
| <input type="checkbox"/> |                      |
| <input type="checkbox"/> |                      |

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Based on Helpful Contacts - Agency List By Topic

| Tollfree TDD | Tollfree TDD Extension |
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|--------------|------------------------|

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| Spanish Phone | Spanish Phone Extension | E-mail Address                    |
|---------------|-------------------------|-----------------------------------|
|               |                         | hhstips@oig                       |
|               |                         |                                   |
|               |                         |                                   |
|               |                         | medicare.railroad@palmettogba.com |
|               |                         |                                   |
|               |                         |                                   |



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## Web Address

<http://www.oig.hhs.gov>

<http://www.palmettogba.com/medicare>

<http://cms.hhs.gov/cobgeneralinformation>

<http://www.cignagovernmentsservices.com/>

<http://www.irs.gov>

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|    |           |                            |  |
|----|-----------|----------------------------|--|
|    |           |                            | can affect my income taxes.  |
| TN | Tennessee | General Health Information | Information on cancer treatments, clinical trials, alternative medicine, coping with side effects, and other cancer related information. |
| TN | Tennessee | General Health Information | Finding information on cancer.   |
| TN | Tennessee | General Health Information | Discussing health concerns, medicines, and other issues important to older people.   |
| TN | Tennessee | General Health Information | Educational materials for people with kidney disease.  |
| TN | Tennessee | General Health Information | Financial assistance and educational materials for people with kidney disease.   |
| TN | Tennessee | General Health Information | Support groups and educational materials for people with kidney disease.   |
| TN | Tennessee | General Health Information | Educational materials for people with kidney disease.  |
| TN | Tennessee | General Health Information | Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."  |

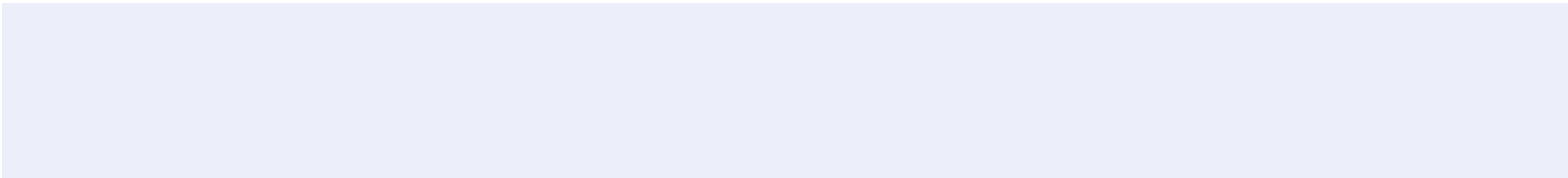
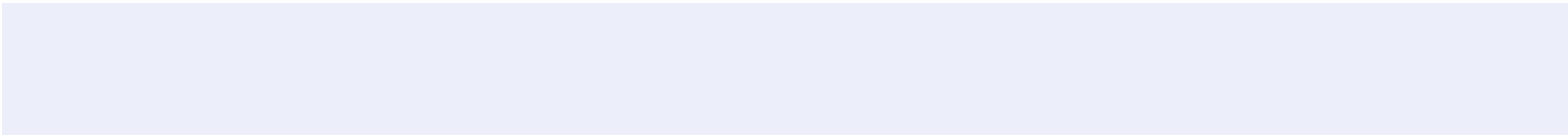
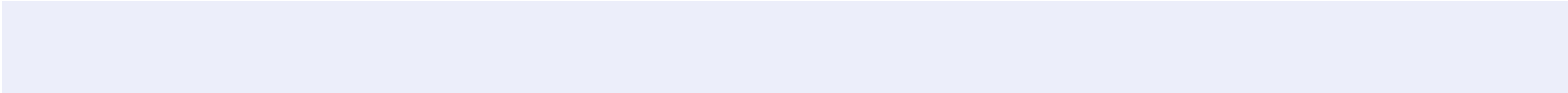
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| National Cancer Institute's Cancer Information Service | National Cancer Institute's Cancer Information Service |                |
| American Cancer Society                                | American Cancer Society                                |                |
| National Institute on Aging Information Center         | National Institute on Aging Information Center         |                |
| American Association of Kidney Patients                | American Association of Kidney Patients                | (813) 636-8100 |
| American Kidney Fund                                   | American Kidney Fund                                   | (301) 881-3052 |
| National Kidney Foundation, Inc.                       | National Kidney Foundation, Inc.                       | (212) 889-2210 |
| National Kidney and Urologic Diseases Information      | National Kidney and Urologic Diseases Information      | (301) 654-4415 |
| Agency for Healthcare Research and Quality (AHRQ)      | Agency for Healthcare Research and Quality (AHRQ)      |                |

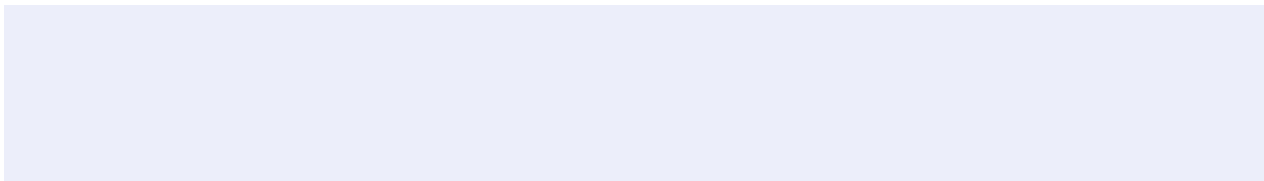
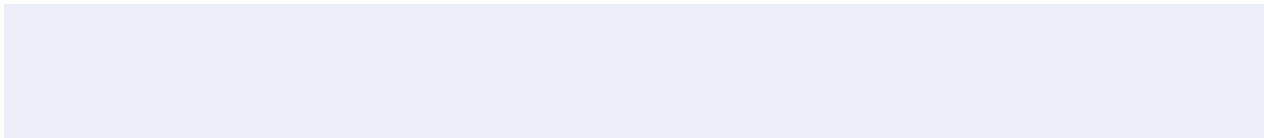
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(800) 422-6237

(800) 227-2345

(800) 222-2225

(800) 749-2257

(800) 638-8299

(800) 622-9010

(800) 891-5390

(800) 358-9295

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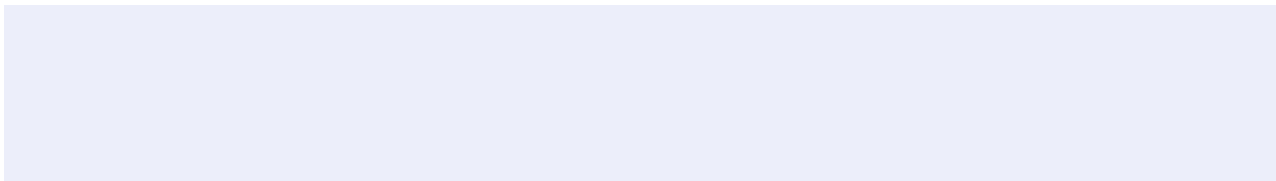
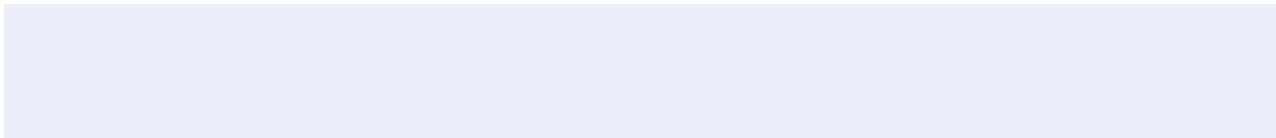


Quit Smoking Program (877) 448-7848



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[cancergovstaff@mail.nih.gov](mailto:cancergovstaff@mail.nih.gov)

[niaic@mail.nih.gov](mailto:niaic@mail.nih.gov)

(866) 300-2900

[helpline@akfinc.org](mailto:helpline@akfinc.org)

[nkudic@info.niddk.nih.gov](mailto:nkudic@info.niddk.nih.gov)

[ahrqoubs@ahrqhhs.gov](mailto:ahrqoubs@ahrqhhs.gov)

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<http://www.cancer.gov>

<http://www.cancer.org>

<http://www.nia.nih.gov>

<http://www.aakp.org>

<http://www.kidneyfund.org>

<http://www.kidney.org>

<http://www.kidney.niddk.nih.gov>

<http://www.ahrq.gov>

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|    |           |                              |  |
|----|-----------|------------------------------|--|
| TN | Tennessee | General Health Information   | Finding information on heart disease.  |
| TN | Tennessee | General Medicare Information | Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.                  |
| TN | Tennessee | General Medicare Information | Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.  |
| TN | Tennessee | General Medicare Information | Medigap policies, long-term care insurance, Medicare health plan choices, Medicare rights and protections, and help with filing an appeal. |
| TN | Tennessee | General Medicare Information | Medigap policies available in my area, and insurance questions.  |
| TN | Tennessee | General Medicare Information | (For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.            |
| TN | Tennessee | General Medicare Information | General Medicare   |

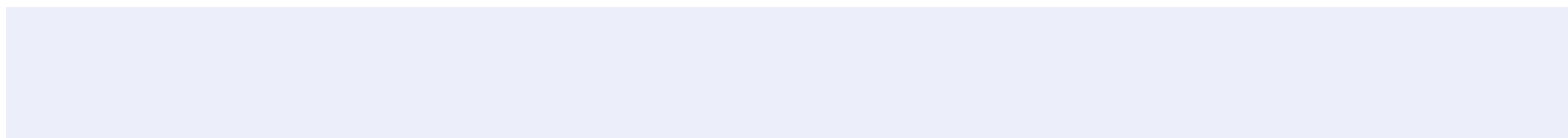
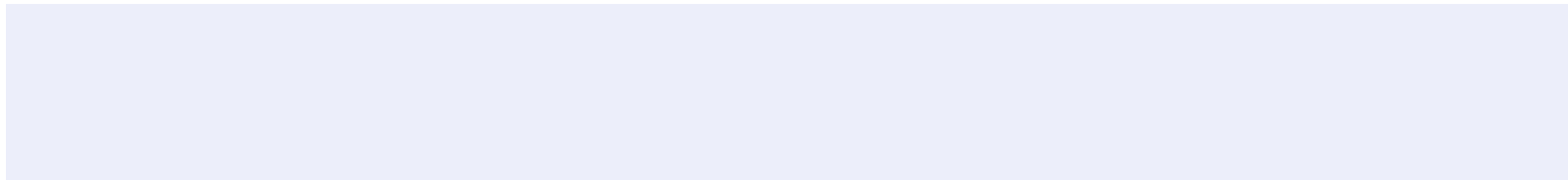
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|   |   |                |
|---|---|----------------|
| American Heart Association  | American Heart Association                                    | (214) 570-2000 |
| CMS RO - Centers for Medicare & Medicaid Services Regional Office | CMS, Atlanta Regional Office                                  | (404) 562-7500 |
| SSA -- Social Security Administration                             | Social Security Administration                                |                |
| SHIP -- State Health Insurance Assistance Program                 | TN SHIP   | (615) 741-2056 |
| State Department of Insurance                                     | Department of Insurance of Tennessee - Commerce and Insurance | (615) 741-2218 |
| RRB -- Railroad Retirement Board                                  | Railroad Retirement Board                                     |                |
| 1-800-MEDICARE  | 1-800-MEDICARE  |                |

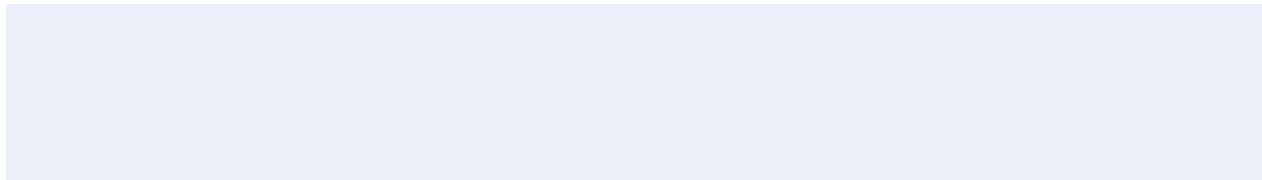
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(615) 532-3893



(312) 751-4701



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(800) 242-8721

(800) 772-1213

(877) 801-0044

(800) 342-4029

(877) 772-5772

(800) 633-4227

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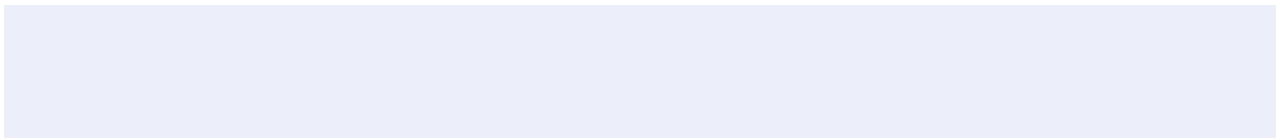
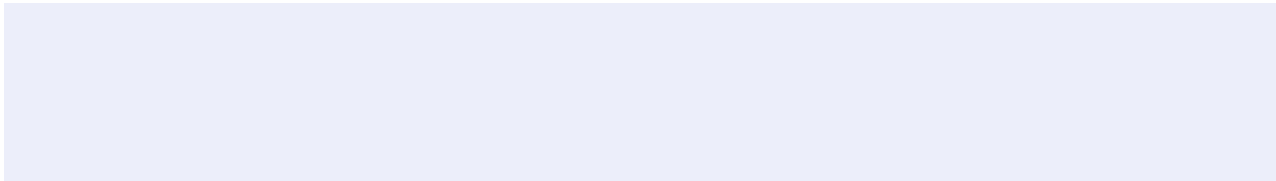
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[shannon.jones@tn.gov](mailto:shannon.jones@tn.gov)

[medicare.railroad@palmettogba.com](mailto:medicare.railroad@palmettogba.com)

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<http://www.americanheart.org/>

<http://www.cms.gov>

<http://www.socialsecurity.gov>

<http://www.state.tn.us/comaging/>

<http://www.state.tn.us/commerce/>

<http://www.rrb.gov>

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|    |           |  |  |
|----|-----------|--|--|
|    |           |  | information, ordering Medicare booklets, and information about health plans.   |
| TN | Tennessee | Health Care Facilities and Services in Your Area | To find a hospice program in my area.  |
| TN | Tennessee | Health Care Facilities and Services in Your Area | Finding necessary and convenient services that serve the elderly in their community.   |
| TN | Tennessee | Health Care Facilities and Services in Your Area | Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless. |
| TN | Tennessee | Health Care Facilities and Services in Your Area | Finding specific health support groups in your area.   |
| TN | Tennessee | Health Care Facilities and Services in Your Area | Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private   |

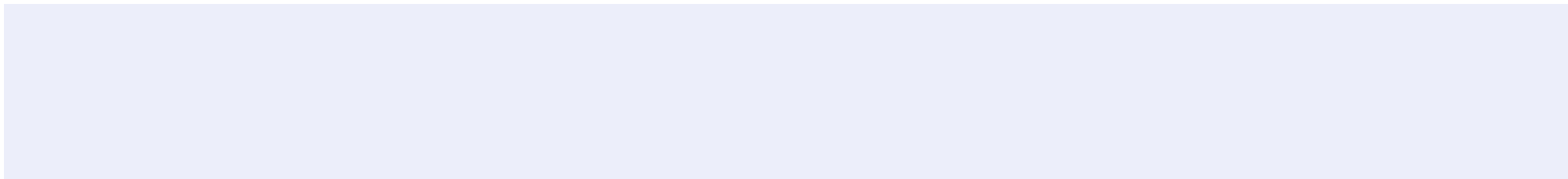
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|   |                                       |                |
|---|---------------------------------------|----------------|
|   |                                       |                |
| State Hospice Organization                  | Alive Hospice                         | (615) 401-7402 |
| Eldercare Location                          | Eldercare Locator Service             |                |
| Primary Care Association                    | Primary Care Association of Tennessee | (615) 329-3836 |
|   |                                       |                |
| American Self-Help Clearinghouse            | American Self-Help Clearinghouse      | (973) 989-1122 |
| CHIP -- Children's Health Insurance Program | TennCare                              | (615) 507-6000 |

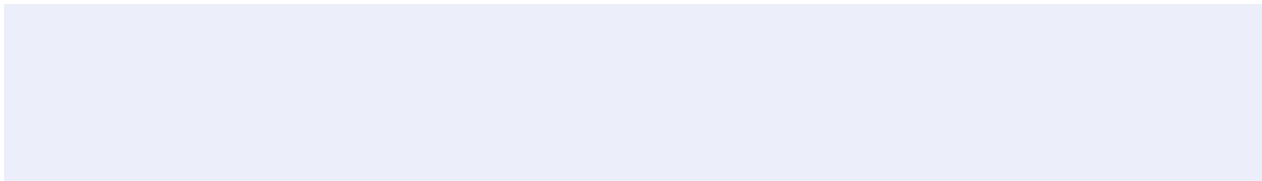
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(800) 258-9541

(800) 677-1116

(800) 343-3136

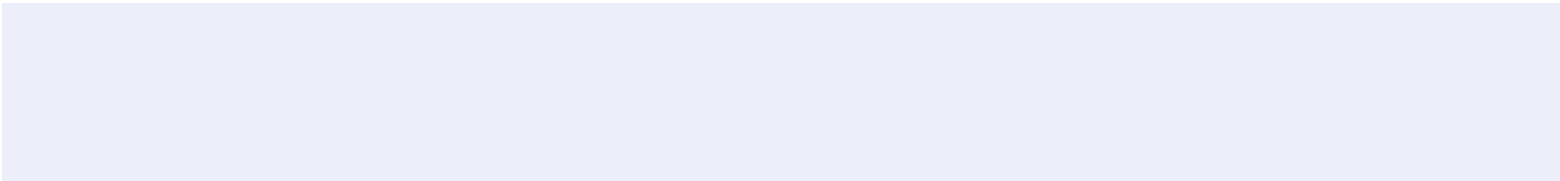
(800) 367-6274

(866) 311-4287



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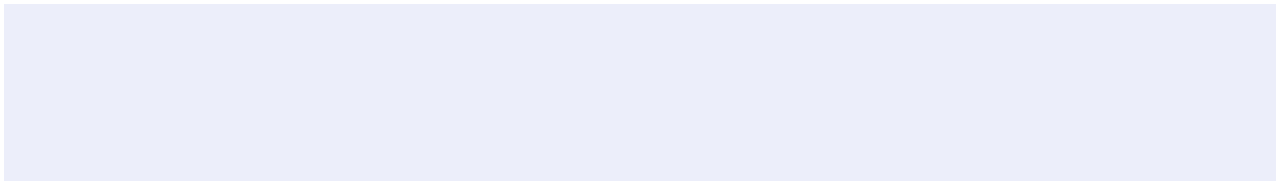
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Bureau 800-342-3145

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[eldercarelocator@infospherix.com](mailto:eldercarelocator@infospherix.com)

[njshc@cybernex.net](mailto:njshc@cybernex.net)

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<http://www.tha.com/tho>

<http://www.eldercare.gov>

<http://www.tnpca.org/>

<http://www.selfhelpgroups.org>

<http://www.state.tn.us/tenncare/>

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|    |           |                                 |  |
|----|-----------|---------------------------------|--|
| TN | Tennessee | Other Health Insurance Programs | insurance.<br>Free or low-cost health insurance that is available in my state for uninsured children under age 19. |
| TN | Tennessee | Other Health Insurance Programs | Low-income programs (such as Medicaid) to help pay medical bills.  |
| TN | Tennessee | Other Health Insurance Programs | Whether I qualify for military retiree health care benefits.   |
| TN | Tennessee | Other Health Insurance Programs | VA medical benefits.   |
| TN | Tennessee | Other Health Insurance Programs | Claims and other issues for retired federal employees and their dependents/survivors.                              |
| TN | Tennessee | Other Health Insurance Programs | Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.        |
| TN | Tennessee | Other Health Insurance Programs | Information and services about homes and communities for citizens and for HUD's current and potential home buyers. |
| TN | Tennessee | Other Health Insurance Programs | Health based programs and  |

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CHIP -- Insure Kids Now

Children's Health Insurance  
Program

State Medical Assistance Office

Bureau of TennCare

Department of Defense

Department of Defense

Department of Veterans Affairs

Department of Veterans Affairs

Office of Personnel Management

Office of Personnel Management (202) 606-1800

Federal Black Lung Program

Federal Black Lung Program

HUD -- U.S. Department of Housing

U.S. Department of Housing and  
Urban Development (HUD) (202) 708-1112

State Health Departments

Tennessee Department of Health (615) 741-3111

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(877) 543-7669

(866) 311-4287

(800) 538-9552

(800) 827-1000

(888) 767-6738

(800) 638-7072

(800) 569-4287

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[retire@opm.gov](mailto:retire@opm.gov)

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<http://www.insurekidsnow.gov>

<http://state.tn.us/tenncare>

<https://www.dmdc.osd.mil/appj/dwp/index.jsp>

<http://www.va.gov>

<http://www.opm.gov/retire>

<http://owcp.dol.acs-inc.com>

<http://www.hud.gov>

<http://health.state.tn.us>

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|    |           |                            |   |
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|    |           |                            | services.   |
| TN | Tennessee | Quality of Care/Complaints | Where to submit a complaint about the quality of care I received from my kidney dialysis facility.                  |
| TN | Tennessee | Quality of Care/Complaints | Complaints about quality of care, and filing an appeal or complaint.  |
| TN | Tennessee | Quality of Care/Complaints | Where to submit a complaint about the quality of life or quality of care inside a nursing home.                     |
| TN | Tennessee | Quality of Care/Complaints | Submitting a complaint about discrimination.  |
| TN | Tennessee | Quality of Care/Complaints | Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families. |
| TN | Tennessee | Quality of Care/Complaints | Complaints about the quality of care in dialysis facilities.  |
| TN | Tennessee | Quality of Care/Complaints | Finding out if your health care organization is accredited or not.  |
| TN | Tennessee | Quality of Care/Complaints | Finding out if the lab where your blood tests are sent is   |

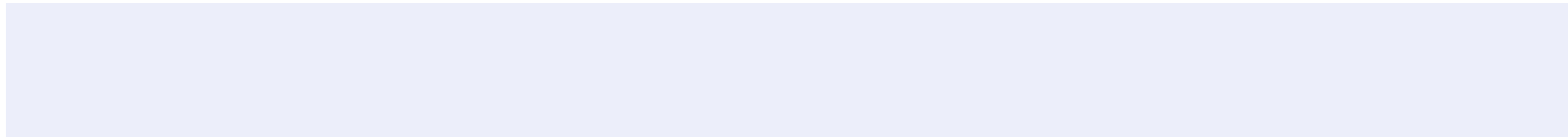
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|  |   |                |
|--|---|----------------|
| ESRD -- End-Stage Renal Disease Networks   | Network 8, Inc.   | (601) 936-9260 |
| QIO -- Quality Improvement Organization<br>(formerly PRO - Peer Review Organization) | Q Source  | (901) 682-0381 |
| Nursing Home State Survey Agency   | Tennessee Department of Health  | (615) 741-7221 |
| Office for Civil Rights  | Office for Civil Rights of the<br>Southeast                                 | (404) 562-7886 |
| Ombudsman  | Commission on Aging and Disability<br>of Tennessee                          | (615) 741-2056 |
| ESRD State Survey Agency   | Tennessee Department of Health  | (615) 741-7221 |
| Joint Commission on Accreditation of Healthcare<br>Organizations (JCAHO)             | Joint Commission on Accreditation<br>of Healthcare Organizations<br>(JCAHO) | (630) 792-5800 |
| College of American Pathologists   | College of American Pathologists  | (847) 832-7000 |

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(404) 562-7884

(615) 532-3893

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(877) 936-9260

(800) 528-2655

(800) 778-4504

(800) 368-1019

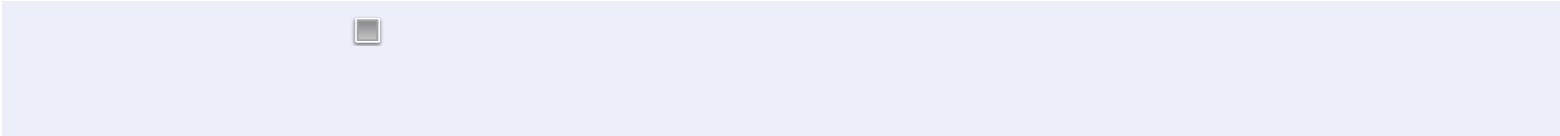
(877) 236-0013

(800) 778-4504

(800) 323-4040

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[jfuller@nw8.esrd.net](mailto:jfuller@nw8.esrd.net)

[tn.health@state.tn.us](mailto:tn.health@state.tn.us)

[awheeler@mail.state.tn.us](mailto:awheeler@mail.state.tn.us)

(800) 752-6096

[tn.health@state.tn.us](mailto:tn.health@state.tn.us)

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<http://www.esrdnetwork8.org>

<http://www.qsource.org>

<http://www.state.tn.us/health>

<http://www.hhs.gov/ocr>

<http://www.state.tn.us/comaging>

<http://www.state.tn.us/health>

<http://www.jointcommission.org>

<http://www.cap.org>

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|    |           |                            |  |
|----|-----------|----------------------------|--|
|    |           |                            | your blood tests are sent is accredited or not.  |
| TN | Tennessee | Quality of Care/Complaints | Finding out if an ambulatory surgical center is accredited or not.   |
| TN | Tennessee | Quality of Care/Complaints | Finding out if a doctor is board certified.  |
| TN | Tennessee | Quality of Care/Complaints | Finding out if urgent care centers and ambulatory surgical centers are accredited or not.  |
| TN | Tennessee | Quality of Care/Complaints | Finding a voluntary list of patients' rights in a hospital.  |
| TN | Tennessee | Quality of Care/Complaints | Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. |
| TN | Tennessee | Quality of Care/Complaints | Requesting external reviews of Medicare managed care denials.  |
| TN | Tennessee | Quality of Care/Complaints | Report Medicaid fraud and abuse.   |

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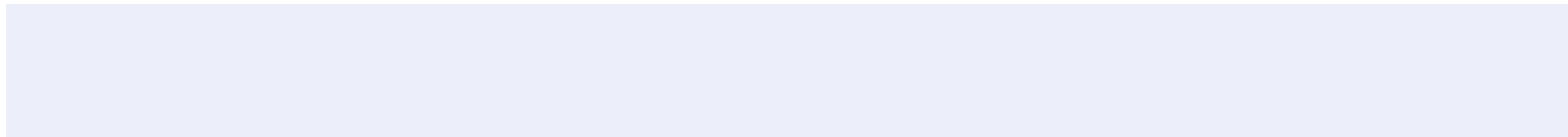
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|  |  |                |
|--|--|----------------|
| American Association for Accreditation of Ambulatory Surgical Facilities | American Association for Accreditation of Ambulatory Surgical Facilities | (847) 775-1970 |
| American Board of Medical Specialties                                    | American Board of Medical Specialties                                    | (312) 436-2600 |
| Accreditation Association for Ambulatory Health Care                     | Accreditation Association for Ambulatory Health Care                     | (847) 853-6060 |
| American Hospital Association  | American Hospital Association  | (312) 422-3000 |
| Home Health Agency   | Tennessee Department of Health   | (615) 741-7221 |
| Center for Health Dispute Resolution (CHDR)                              | MAXIMUS Center for Health Dispute Resolution (CHDR)                      | (585) 425-5210 |
| Medicaid - Report Fraud  | Bureau of TennCare   |                |



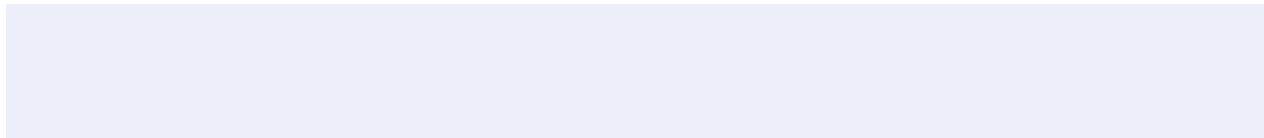
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(888) 545-5222

(866) 275-2267

(800) 424-4301

(800) 778-4504

(800) 433-3982

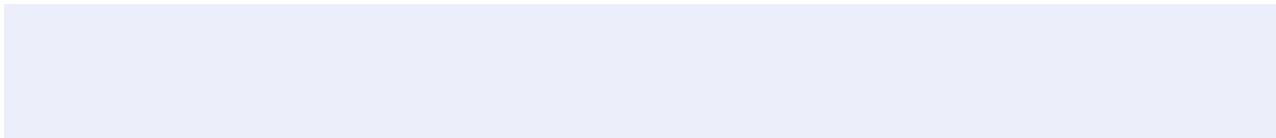
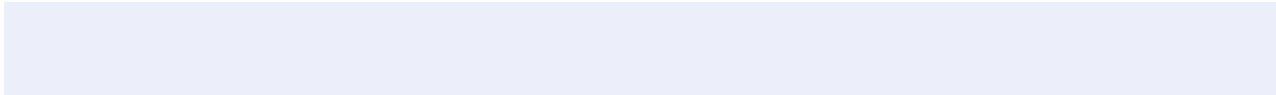
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[info@aaaasf.org](mailto:info@aaaasf.org)

[info@aaa.org](mailto:info@aaa.org)

(800) 752-6096

[tn.health@state.tn.us](mailto:tn.health@state.tn.us)

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<http://www.AAAASF.org>

<http://www.abms.org>

<http://www.aaahc.org>

<http://www.aha.org>

<http://www.state.tn.us/health>

<http://www.medicareappeal.com>

<http://tn.gov/tnoig/WhatIsFraudAbuse.html>